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## **Mission**

To deliver premium service through open access communication and innovative technology.

## **Business Strategy**

Administration provides direction and oversees department wide programs, cultivates teamwork between departments, managers, and external users, provides efficient countywide open access technology solutions, and strives to deliver enhanced customer services.

## **Objectives**

The Information Technologies Department provides technical support and solutions to the County that includes general responsibilities as well as emergency services support, systems and networks. The following is a list of the major services provided:

### **Information Services**

Database Programming  
Digital Imaging  
Geographic Information Services  
Help Desk Services  
Leasing/Software Centralization  
Networking and Server Management  
PC and Server Support  
Technical Training  
Web Development

### **Telecommunications**

Countywide Switchboard Operators  
Customer Support Services  
Cable Franchising Administration  
Seminole Government Television (SGTV)  
Local and Wide Area Network Services  
Countywide Radio Services and Maintenance  
Countywide Telephone Services and Maintenance  
Private Microwave Networks  
Infrastructure Installation and Maintenance

<b>Department:</b>		<b>INFORMATION TECHNOLOGIES</b>			<b>Seminole County</b>
<b>Division:</b>					
<b>Section:</b>		<b>ADMINISTRATION</b>			<b>FY 2002/03</b>
		2000/01 Actual Expenditures	2001/02 Adopted Budget	2002/03 Adopted Budget	% Change 2002/03 over 2001/02
<b>EXPENDITURES:</b>					
Personal Services		144,636	154,343	162,448	5.3%
Operating Services		8,877	13,771	15,431	12.1%
Capital Outlay		0	0	0	
Debt Service		0	0	0	
Grants and Aid		0	0	0	
Reserves/Transfers		0	0	0	
<b>Subtotal Operating</b>		<b>153,513</b>	<b>168,114</b>	<b>177,879</b>	<b>5.8%</b>
Capital Improvements		0	0	0	
<b>TOTAL EXPENDITURES</b>		<b>153,513</b>	<b>168,114</b>	<b>177,879</b>	<b>5.8%</b>
<b>FUNDING SOURCE(S)</b>					
General Fund		153,513	168,114	177,879	5.8%
<b>TOTAL FUNDING SOURCE(S)</b>		<b>153,513</b>	<b>168,114</b>	<b>177,879</b>	<b>5.8%</b>
Full Time Positions		2	2	2	
Part-Time Positions		0	0	0	
<b>New Programs and Highlights For Fiscal Year 2002/03</b>					
<p>The Information Technologies Department provides technical services and solutions that are both effective and cost efficient. The Senior Management Team along with all members of the department takes pride in the attention to detail, the accomplishments, and the everyday customer service provided.</p> <p>We have developed a strategic plan that focuses on the evolution of technology. It is our goal to work with internal and external customers to provide services and solutions that capitalize on the use of technology while remaining sensitive to ensure customer friendly applications lead to customer satisfaction.</p> <p>We will partner with all our customers, the business and vendor community, and the citizens of the County to develop services that are useful, are available 24 hrs-a-day, and provide value. The County's e-Government initiative focuses on providing services that will allow the customer to do as much business as possible with the County at their convenience. We hope to provide services that will keep you on-line instead of in-line.</p>					
<b>Capital Improvements</b>	<b>2002-03</b>	<b>2003-04</b>	<b>2004-05</b>	<b>2005-06</b>	<b>2006-07</b>
Total Project Cost	0	0	0	0	0
Total Operating Impact	0	0	0	0	0